Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Labor Commission	65 23	65 23
Customer Company Total	65 23	65 23

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	65 5	65 5
Customer Company Total	65 5	65 5

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Labor Commission	65 0.32	65 0.32
Customer Company Total	65 0.32	65 0.32

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	65 2	65 2
Customer Company Total	65 2	65 2

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	**ATTR Total**
Labor Commission	65 1.19	65 1.19
Customer Company Total	65 1.19	65 1.19

Labor Commission

Detail

INC000000254181	Sherrie Hayashi	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.76
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	7.04
INC000000255364	Joy Lawrence	Network	Incident	None	TIR Missed: No	TIR:	0.58
Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	9.11
INC000000256069	Lola Chacon	PC/Laptop	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256079	Jonathan Taylor	PC/Laptop	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256464	Lorrie Lima	Application	Error	Industrial Accident	TIR Missed: No	TIR:	0.31
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000256625	Loretta Woodmansee	Application	Error	None	TIR Missed: No	TIR:	0.76
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.37
INC000000256955	Donald Walker	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000256967	Lois Gutierrez	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.25
INC000000257112	Jonathan Taylor	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.71
INC000000257122	Todd Newman	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.70
INC000000257258	Juan Gutierrez	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257264	Deedee Brunatti	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257269	Bobie Tupou	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257285	Tonya Gallegos	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000257390	Loretta Woodmansee	Network	Incident	None	TIR Missed: No	TIR:	0.80
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.31
INC000000257904	David Lamb	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00

Labor Commission

INC000000257906	Monica Smith-Austen	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257909	Sherrie Hayashi	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258045	Erin Latta	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.54
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000258278	Kate McNeill	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000258296	Clark T Clements	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000259181	Evelyn S Partner	Network	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000259244	Evelyn S Partner	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	TIR:	3.47
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	3.47
INC000000259473	Juan Gutierrez	PC/Laptop	Password	None			TIR Missed: Yes	TIR:	1.13
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.13
INC000000259503	Bobie Tupou	Application	Reporting	None			TIR Missed: No	TIR:	0.80
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.72
INC000000260021	Rosalee Oakeson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260237	Aurora Holley	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.93
INC000000260500	Monica Smith-Austen	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.09
	Voice Operations	Annette Nielsen	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000260611	Joy Lawrence	Application	Password	PGP			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000261032	Erin Latta	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed: Yes	TIR:	1.68
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.24
INC000000261222	Evelyn S Partner	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	3.29
INC000000261593	David Lamb	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000261889	David Lamb	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.30

Labor Commission

INC000000261919	Juan Gutierrez	PC/Laptop	None	None		TIR Missed: No	TIR:	0.73
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000262053	Eric Larsen	Telecom	Hardware	None		TIR Missed: No	TIR:	0.25
	Voice Operations	Lois Schow	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000262285	David Lamb	Application	Error	Remedy Change Management		TIR Missed: No	TIR:	0.00
	Internal Application Development a	Beth Hendricks	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000263355	Mark Leblanc	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000263408	Tammy Baker	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.86
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.00
INC000000263633	Gabriella Salazar	Telecom	None	None		TIR Missed: No	TIR:	0.08
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000263725	David Lamb	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000263957	Donald Walker	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	TIR:	0.15
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000264242	Jonathan Taylor	PC/Laptop	Password	Active Directory Explorer		TIR Missed: No	TIR:	0.27
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000264266	Patsy Ortega	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.32
INC000000264351	Christin Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000264400	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	TIR:	0.89
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000264777	Aurora Holley	Network	Error	None		TIR Missed: No	TIR:	0.74
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	3.06
INC000000265349	Bobbi Smith	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.96
INC000000265510	Lorrie Lima	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000265537	Donald Walker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265875	Tonya Gallegos	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	5.58

Labor Commission

INC000000265893	James E Johnston	Network	Password	None		TIR Missed: No	TIR:	0.31
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000266068	Brent Asay	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000266073	Pete Groesbeck	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.04
	Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000266643	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.33
INC000000266843	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267367	Jose Blanco	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000268244	Kate McNeill	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	1.37
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.37
INC000000268360	Alicia Zavala-Lopez	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268368	Alicia Zavala-Lopez	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268381	Clark T Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268660	Karla Rush	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000268727	Mark Leblanc	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269275	Jerry Pincock	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.53
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.53
INC000000269380	Loretta Woodmansee	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.90
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.09
INC000000269716	Alan L Hennebold	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.13